

CLAIMS

What is claimed is:

1. A method of testing a voice response system comprising:
establishing a voice link between a test system and the voice response system;
sending a signal to the test system over the voice link to indicate that a voice prompt is to follow; and
sending the voice prompt to the test system over the voice link.
2. The method of claim 1, wherein the signal is comprised of one or more dual tone-multi-frequency signals.
3. The method of claim 1, further comprising sending an additional signal to distinguish separate additional voice prompts.
4. The method of claim 1, further comprising receiving a voice command from the test system wherein the voice command is based on the voice prompt sent by the voice response system to the test system.
5. The method of claim 4, further comprising comparing the voice command with the voice prompt.
6. The method of claim 4, further comprising responsively initiating a programmatic action based upon the voice command.
7. The method of claim 6, further comprising logging at least one of the voice command, the voice prompt, and the programmatic action.
8. The method of claim 6, further comprising comparing the programmatic action with an expected programmatic action based on the voice prompt.

9. A system for testing a voice response system comprising:
 - means for establishing a voice link between a test system and the voice response system;
 - means for sending a signal to the test system over the voice link to indicate that a voice prompt is to follow; and
 - means for sending the voice prompt to the test system over the voice link.
10. The system of claim 9, wherein the signal is comprised of one or more dual tone-multi-frequency signals.
11. The system of claim 9, further comprising means for sending an additional signal to distinguish separate additional voice prompts.
12. The system of claim 9, further comprising means for receiving a voice command from the test system wherein the voice command is based on the voice prompt sent by the voice response system to the test system.
13. The system of claim 12, further comprising means for comparing the voice command with the voice prompt.
14. The system of claim 12, further comprising means for responsively initiating a programmatic action based upon the voice command.
15. The system of claim 14, further comprising means for logging at least one of the voice command, the voice prompt, and the programmatic action.
16. The system of claim 14, further comprising means for comparing the programmatic action with an expected programmatic action based on the voice prompt.

17. A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

- establishing a voice link between a test system and the voice response system;
- sending a signal to the test system over the voice link to indicate that a voice prompt is to follow; and
- sending the voice prompt to the test system over the voice link.

18. The machine readable storage of claim 17, wherein the signal is comprised of one or more dual tone-multi-frequency signals.

19. The machine readable storage of claim 17, further comprising sending an additional signal to distinguish separate additional voice prompts.

20. The machine readable storage of claim 17, further comprising receiving a voice command from the test system wherein the voice command is based on the voice prompt sent by the voice response system to the test system.

21. The machine readable storage of claim 20, further comprising comparing the voice command with the voice prompt.

22. The machine readable storage of claim 20, further comprising responsively initiating a programmatic action based upon the voice command.

23. The machine readable storage of claim 22, further comprising logging at least one of the voice command, the voice prompt, and the programmatic action.

24. The machine readable storage of claim 22, further comprising comparing the programmatic action with an expected programmatic action based on the voice prompt.